

Appln No. 09/684,859

Amdt date March 12, 2004


Reply to Office action of November 14, 2003

Amendments to the Abstract:

Please amend the Abstract as follows:

ABSTRACT OF THE DISCLOSURE

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 A system and method for continuously monitoring and updating delivery schedules based on completed deliveries and customer modifications made by the customers. A delivery scheduling computer ~~electronically~~ stores and updates delivery schedule information. ~~Prior to a scheduled delivery, notifying the delivery scheduling computer notifies the customer prior to a scheduled delivery of an estimated time of the delivery.~~ The notification is made to a customer's PC, browser-based client, hand-held computer or set-top box-, or by ~~conventional~~ communication methods ~~may also be utilized~~ such as a telephone, pager, or cellular phone. If the customer desires to ~~make a change to the delivery, such as the time of the delivery or the delivery location of the delivery,~~ the customer transmits a delivery change request- and ~~The delivery schedule is then modified accordingly.~~ Employees use ~~receive~~ ~~updated delivery schedule information through~~ a hand-held computer. ~~Alternatively, the employee uses or a browser-based client to log onto a central computer to receive updated delivery schedule information, as well as to view the updated schedule.~~ Upon completion of a scheduled delivery, the employee uses the hand-held computer or browser based client to transmit a delivery completion message to the delivery scheduling computer. The delivery completion message includes an actual delivery time which the delivery scheduling computer uses to update the estimated delivery times of the remaining deliveries.

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